



Princeton BMW

August 2016

Q3 Partner of the Quarter



*And the
winners are...*



Q3 Partner of the Quarter



Christine Terracciano

*"Honesty & Integrity; Teamwork
Mutual Support and Respect for one
another"*



Miguel Maldonado

*"Dedication to Exceptional
Customer Service"*



Matt Cook

*"Teamwork Mutual Support and
Respect for one another;
Continuous Focus on
Improvement"*



Kenneth Hevener

*"Honesty & Integrity; Dedication to
Exceptional Customer Service;
Teamwork, Mutual Support and
Respect for one another"*

Congratulations!!!



Puerto Rico Vacation!

February 2017

- 10 Dealership Winners
(North and South)
 - Executive Selection Committee
 - All quarterly winners eligible
- Any position is eligible to be nominated for
Partner of the Quarter

Partner of the Year



“Being chosen as the recipient for Partner of the year was such an honor. To know that a program even exists and that co-workers actually take the time to acknowledge one another for going above and beyond is inspiring to say the least. To be nominated is being told you are appreciated. It’s being told you are putting someone else before yourself. It’s being told you are a teammate. It’s being told you are making a difference. In a company where there is already so much good, you are left with such heartfelt emotions. Words can’t express all that I wish to say about being chosen as Partner of the year.”

-Emily Salamone, Holman Infiniti

“Winning the Partner of the Year showed me that this company, while a huge organization, is still very much family owned. On the way back from Puerto Rico I told my wife, I’ll be at Holman Parts for a long time. It’s refreshing to work for such a great organization who cares so much about their people.”

-Bob Umberger, Holman Parts

How to Nominate? HolmanPartners.com



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Introducing
the **Circle of Excellence** program

- Partner of the Quarter Nomination Form
- Joseph Holman Leadership Award Nomination Form
- Community Champion Nomination Form



CIRCLE OF
EXCELLENCE



Circle of Excellence

Partner of the Quarter



Q2 Winners Have Been Announced!
See who they are and nominate a co-worker before the next deadline, July 31.

[MORE INFORMATION](#)

Goals by Location



Earn up to 10 additional days' pay at the end of the year!
View your locations goals.

[MORE INFORMATION](#)

Sales & Fixed Operations



May Standings Now Posted!
Check out the rankings today to see where you and/or your coworkers stand.

[MORE INFORMATION](#)

How to Nominate? HolmanPartners.com



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Partner of the Quarter Nomination Form

I would like to nominate *

Location *

Department *

In which area(s) do they meet the criteria for recognition? Please check one or more boxes; however many are applicable.

- Honesty and Integrity
- Dedication to Exceptional Customer Service
- Teamwork, Mutual Respect/ Support for Others
- Continuous Focus on Improvement
- Devotion to Community

Additional Comments

Nominated by (Anonymous forms will no longer be considered. This information is for internal use only.) *

Email *



[Tips for a Quality Nomination](#)

5 Day Goal Progress – Revenue – June’s Progress



Category	Achieved YTD	Current Year End Projection	Potential Points	Projected Points
2016 Budgeted Dealership Profit - 100%	18%	37%	1	0
2016 Budgeted Dealership Profit - 105%	18%	35%	3	
2016 Budgeted Dealership Profit - 110%	17%	33%	5	
New Car Sales - 75/month 900 total	36%	73%	1	0
New Car Sales - 85/month 1020 total	32%	64%	3	
Used Car Sales - 65/month 780 total	48%	96%	1	1
Used Car Sales - 75/month 900 total	42%	84%	3	
Annual Parts Gross - 100%	47%	93%	1	0
Annual Parts Gross - 105%	44%	89%	3	
Annual Service Gross - 100%	42%	84%	1	0
Annual Service Gross - 105%	40%	80%	3	
Internet Lead Conversion - 10%+	101%	101%	2	2
BMW Battery Care - 90%	51%	51%	1	0
			20	3

Potential Payout	
13-20 Points	3 Days
9-12 Points	2 Days
5-8 Points	1 Day

Grading Scale	
100%	
85%-99.9%	
Under 85%	

5 Day Goal Progress – Revenue – July’s Progress



Category	Achieved YTD	Current Year End Projection	Potential Points	Projected Points
2016 Budgeted Dealership Profit - 100%	20%	35%	1	0
2016 Budgeted Dealership Profit - 105%	19%	33%	3	
2016 Budgeted Dealership Profit - 110%	18%	32%	5	
New Car Sales - 75/month 900 total	41%	71%	1	0
New Car Sales - 85/month 1020 total	37%	63%	3	
Used Car Sales - 65/month 780 total	57%	98%	1	1
Used Car Sales - 75/month 900 total	49%	85%	3	
Annual Parts Gross - 100%	53%	91%	1	0
Annual Parts Gross - 105%	51%	87%	3	
Annual Service Gross - 100%	49%	83%	1	0
Annual Service Gross - 105%	46%	79%	3	
Internet Lead Conversion - 10%+	104%	104%	2	2
BMW Battery Care - 90%	53%	53%	1	0
			20	3

Potential Payout	
13-20 Points	3 Days
9-12 Points	2 Days
5-8 Points	1 Day

Grading Scale	
100%	
85%-99.9%	
Under 85%	

5 Day Goal Progress – Non Revenue – June’s Progress



Category	Achieved YTD	Current Year End Projection	Potential Points	Projected Points
Safety Goal - 75% or higher	TBD	100%	1	1
CSI-Sales Premium - better than MRN	100%	100%	2	2
CSI- CPO Premium - better than MRN	100%	100%	1	1
CSI- Service Premium - better than MRN	100%	100%	2	2
Holman University - avg 2 classes per employee	61%	122%	1	1
Healthier at Holman - 50% employee participation	19%	38%	1	0
ESI survey participation - 80%	TBD	100%	2	2
			10	9

Potential Payout	
7-10 Points	2 Days
3-6 Points	1 Day

Grading Scale	
100%	
85%-99.9%	
Under 85%	

5 Day Goal Progress – Non Revenue – July’s Progress



Category	Achieved YTD	Current Year End Projection	Potential Points	Projected Points
Safety Goal - 75% or higher	TBD	100%	1	1
CSI-Sales Premium - better than MRN	30%	66%	2	0
CSI- CPO Premium - better than MRN	100%	100%	1	1
CSI- Service Premium - better than MRN	0%	33%	2	0
Holman University - avg 2 classes per employee	65%	111%	1	1
Healthier at Holman - 50% employee participation	22%	38%	1	0
ESI survey participation - 80%	TBD	100%	2	2
			10	5

Potential Payout	
7-10 Points	2 Days
3-6 Points	1 Day

Grading Scale	
100%	
85%-99.9%	
Under 85%	

10 Day Goal Progress



Estimated Payout Dates

June	July	August	September	October	November	December
0	0					

Total Projected Days Pay



5 Days	10 Days	Total Days Paid
1	0	1

Spotlight on Leslie Walker, Sales, Audi Willow Grove



- Make the customers feel welcome and valued
 - Greet everyone
 - Engage in conversation
- Complete a needs assessment
 - Understand their needs and wants
 - Active listening
- Do a dynamic test drive
 - Point out “hot buttons”; build excitement
 - Show value
- Introduce to service department
- Every customer should leave feeling important, like they got a great deal while receiving fantastic customer service



Q&A

